



# ICSH & 988

**LEARN – September 11, 2025**

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**988** | SUICIDE & CRISIS  
LIFELINE

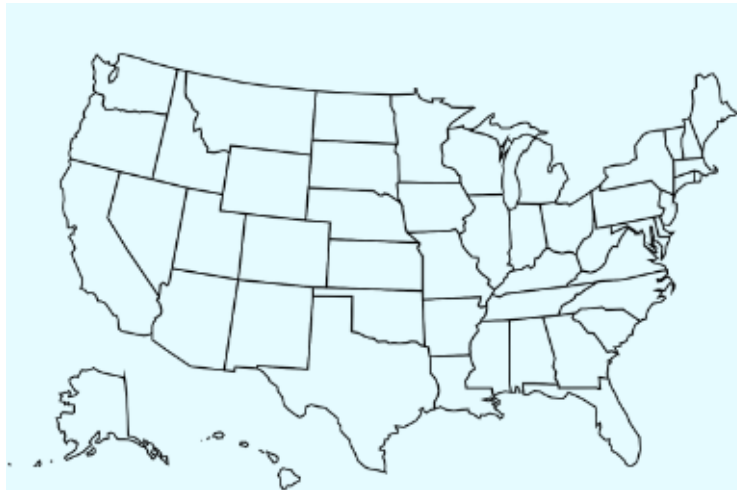


# National Suicide Hotline Designation Act of 2020

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- Went live July 16, 2022
- 988 = Universal mental health & suicide prevention crisis number
- Help people get mental health and suicide prevention support
- Reduce burden on law enforcement response
- **ICSH responds to Idaho's 988 contacts**

# 988 call centers in every state



The 988 Suicide & Crisis Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. We're committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

[ABOUT THE LIFELINE](#)





# What We Do

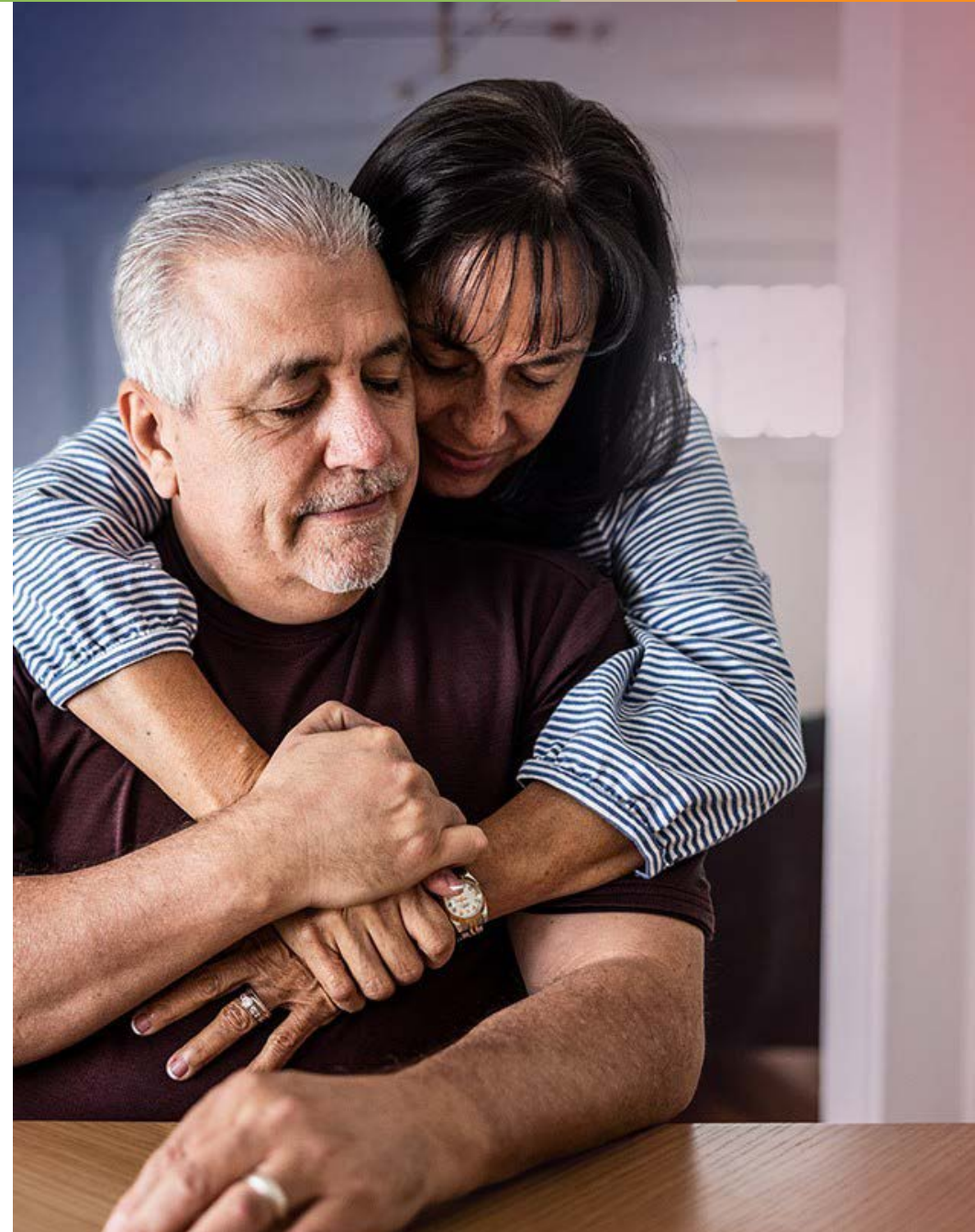
- 24/7 free & confidential crisis support
- 89% of callers are de-escalated and supported to keep safe
- Those needing in-person care are referred to mobile crisis teams, crisis centers, or hospitals
- Since 2012, we've responded to over 174,000 contacts

# Support for Idahoans

ICSH is an entry point into the state's behavioral health system of care.

We provide:

- Support for Idahoans in emotional distress, including those feeling suicidal
- A person can call for themselves, or for someone else
- Follow-up calls to patients discharged from psychiatric hospitals and crisis centers
- Support individuals de-escalate, reducing need for emergency responses





A photograph of two hands, one from a darker-skinned person and one from a lighter-skinned person, reaching towards each other against a clear blue sky. The hands are positioned on the left side of the frame, with fingers slightly curled as if about to grasp each other. The background is a solid, bright blue sky. The top of the image features a horizontal bar with five colored segments: orange, light blue, green, light green, and orange.

# How to Reach Us

## **Community Members:**

- Call 988
- Text 988
- Chat at [idahocrisis.org](https://idahocrisis.org)

## **Law Enforcement/1<sup>st</sup> Responders:**

- Unpublished phone line – skip the 988 queue

## **Call Routing:**

- Geo-Location Routing: Verizon, T-Mobile, & AT&T
- Small carriers switching in 2026 – will continue routing by area code

# What is a Crisis?

**Myth:** “You have to be suicidal to call 988.”

**Fact:** Crisis is a subjective experience that overwhelms an individual’s ability to cope.

**Crises can include:**

- Self-Harm and suicide
- Harm to others and homicide
- Mental health concerns
- Substance use and addiction
- Other: Family, social / relationship, financial and housing, school/employment, grief and loss, etc.



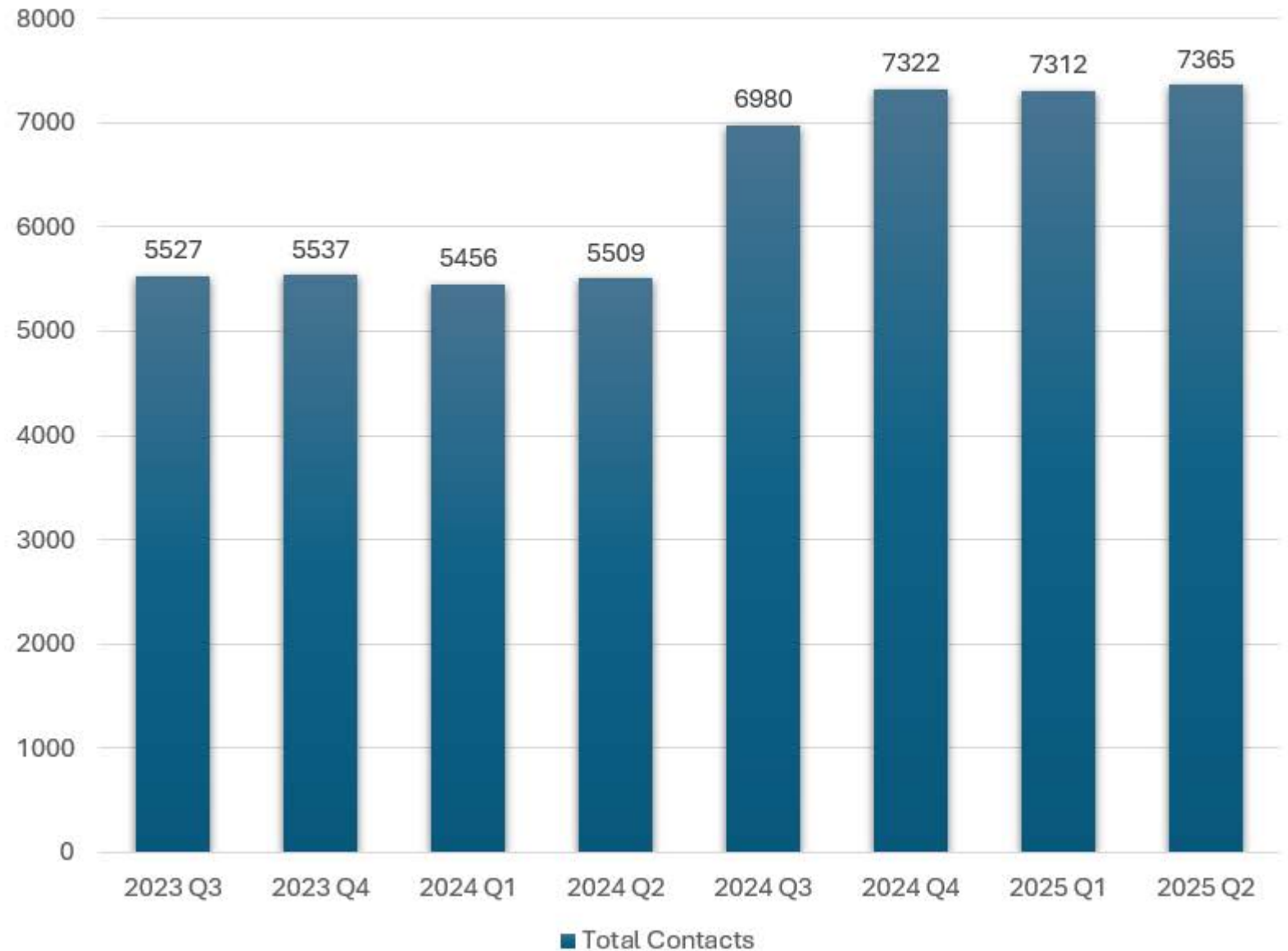
# ICSH

## Quarterly Contact Volume

All Lines Inbound & Outbound



### Total Contacts





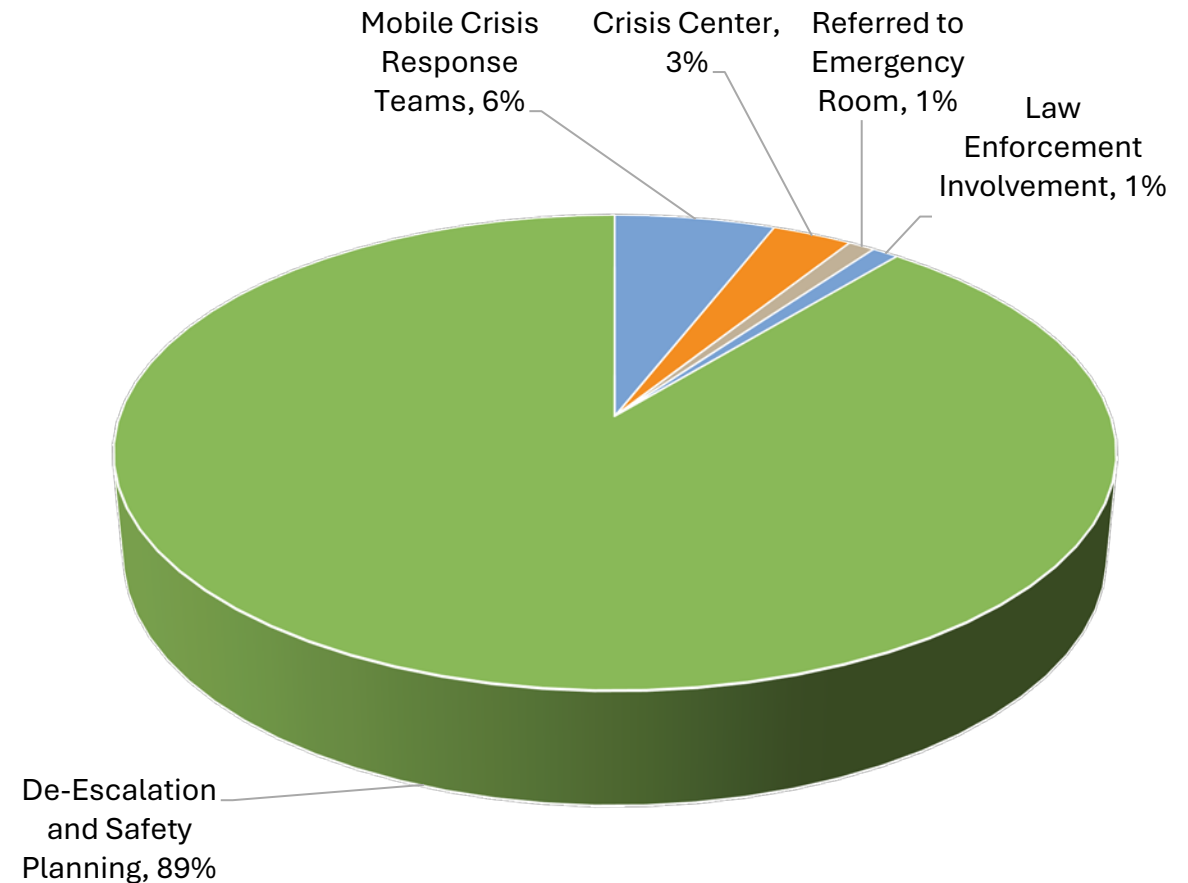
# Call Outcomes

**Myth:** 988 always calls the police.

**Fact:** Most calls are resolved on the phone with De-Escalation and Safety Planning.

## **Reasons for Welfare Check:**

- **Suicide In Progress:**  
An individual has taken action to harm themselves with the intent to die that has the potential to be lethal.
- **Imminent Risk:**  
Individual reports desire, intent, and capability to take lethal action toward themselves and/or others now or in the next few hours.
- **Other:** Homicide In Progress, dangerous behaviors



# Mobile Crisis Response Teams

**Idaho Crisis & Suicide Hotline  
dispatches statewide.**

- Providers are Benchmark Health Services and Community Bridges
- Behavioral health professionals who travel to the person in crisis & provide assessment, stabilization, and triage to higher level of care if needed.
- **Operating Hours:**  
As of July 1, 2025  
24/7/365



# Dispatching Mobile Crisis Response Teams





# 988 Materials Available (no charge)



Email request:  
[outreach@idahocrisis.org](mailto:outreach@idahocrisis.org)

- Brochures
- 988 wallet cards
- Wallet cards for 1<sup>st</sup> Responders
- Stickers

Questions?